**FIG. 1**

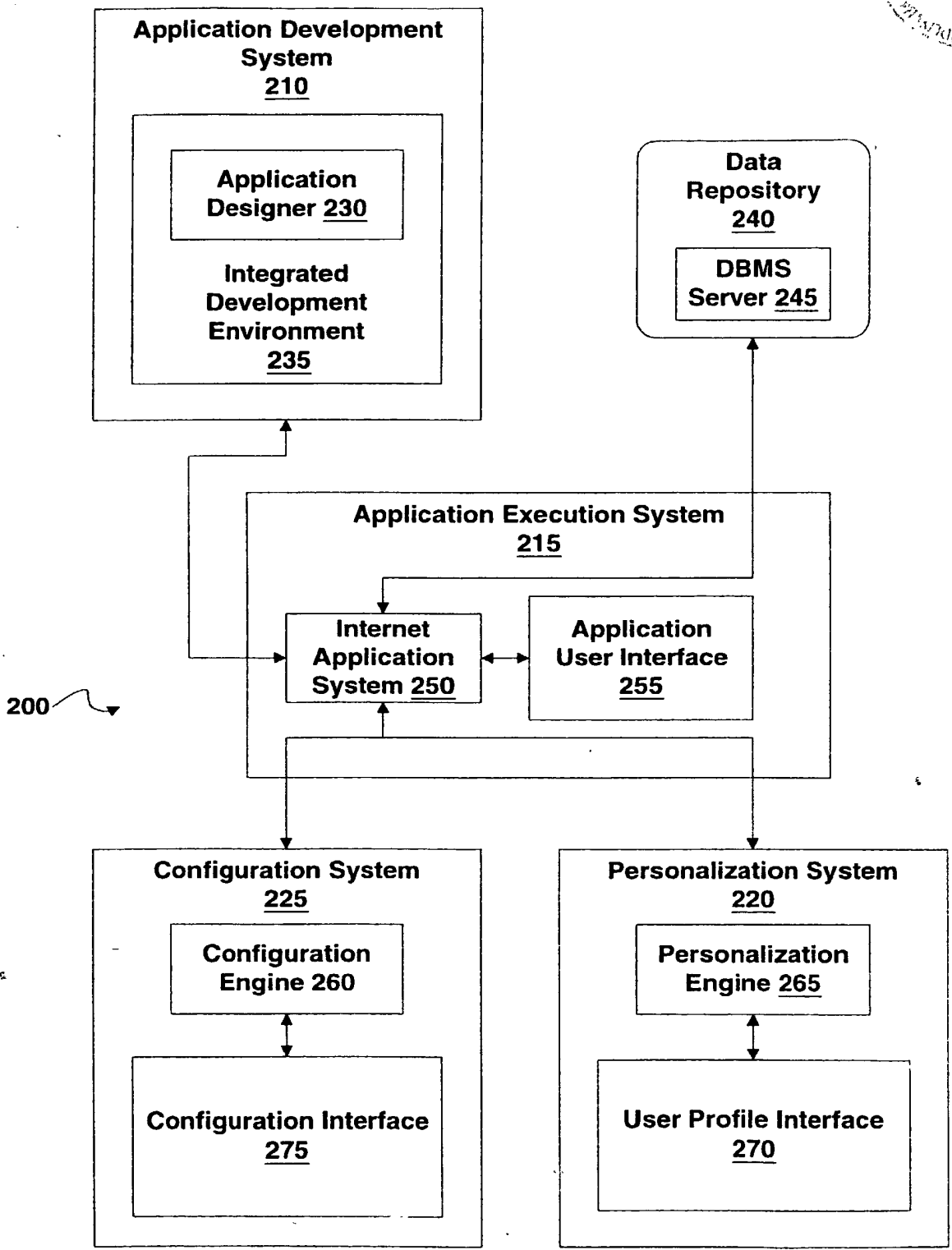


FIG. 2

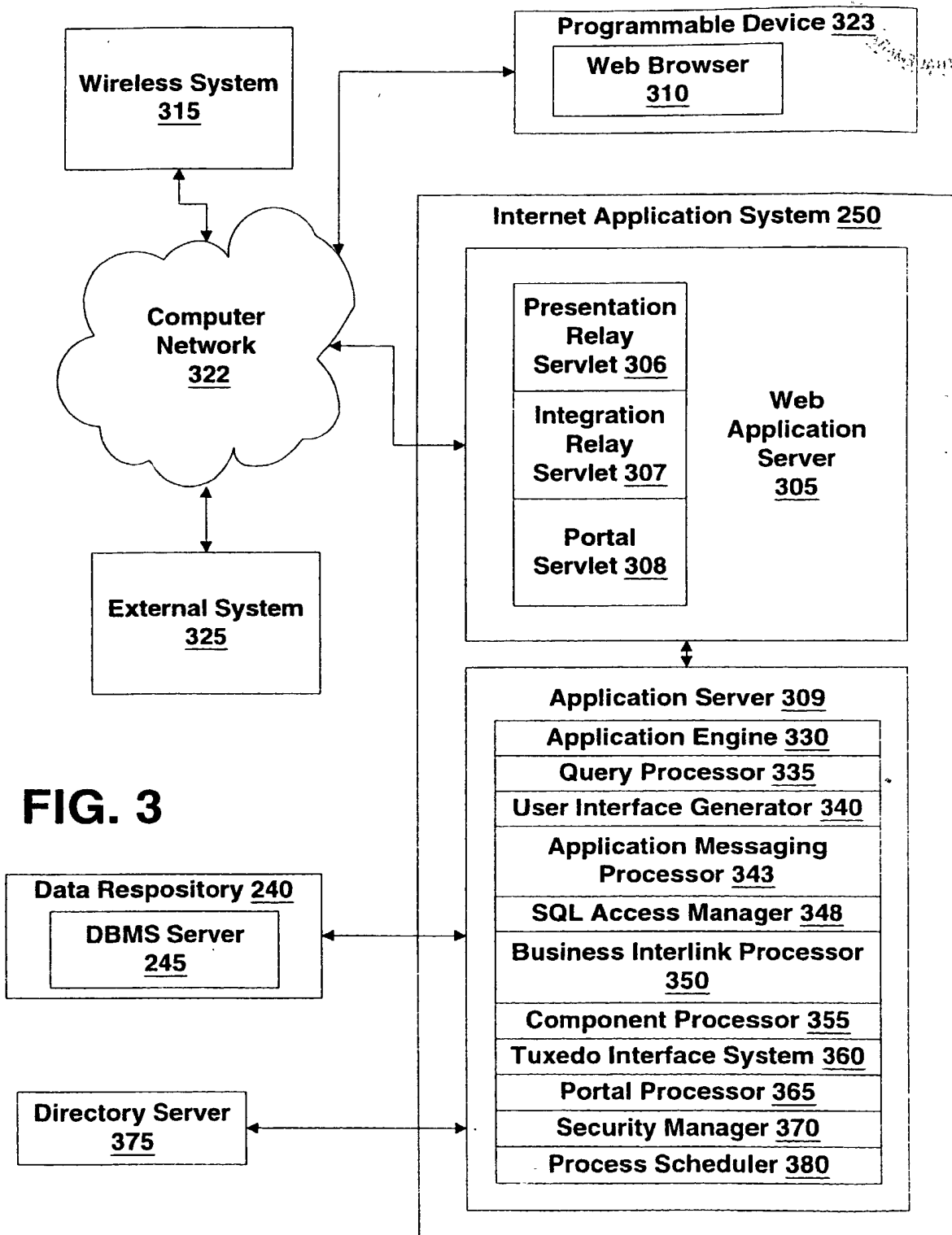
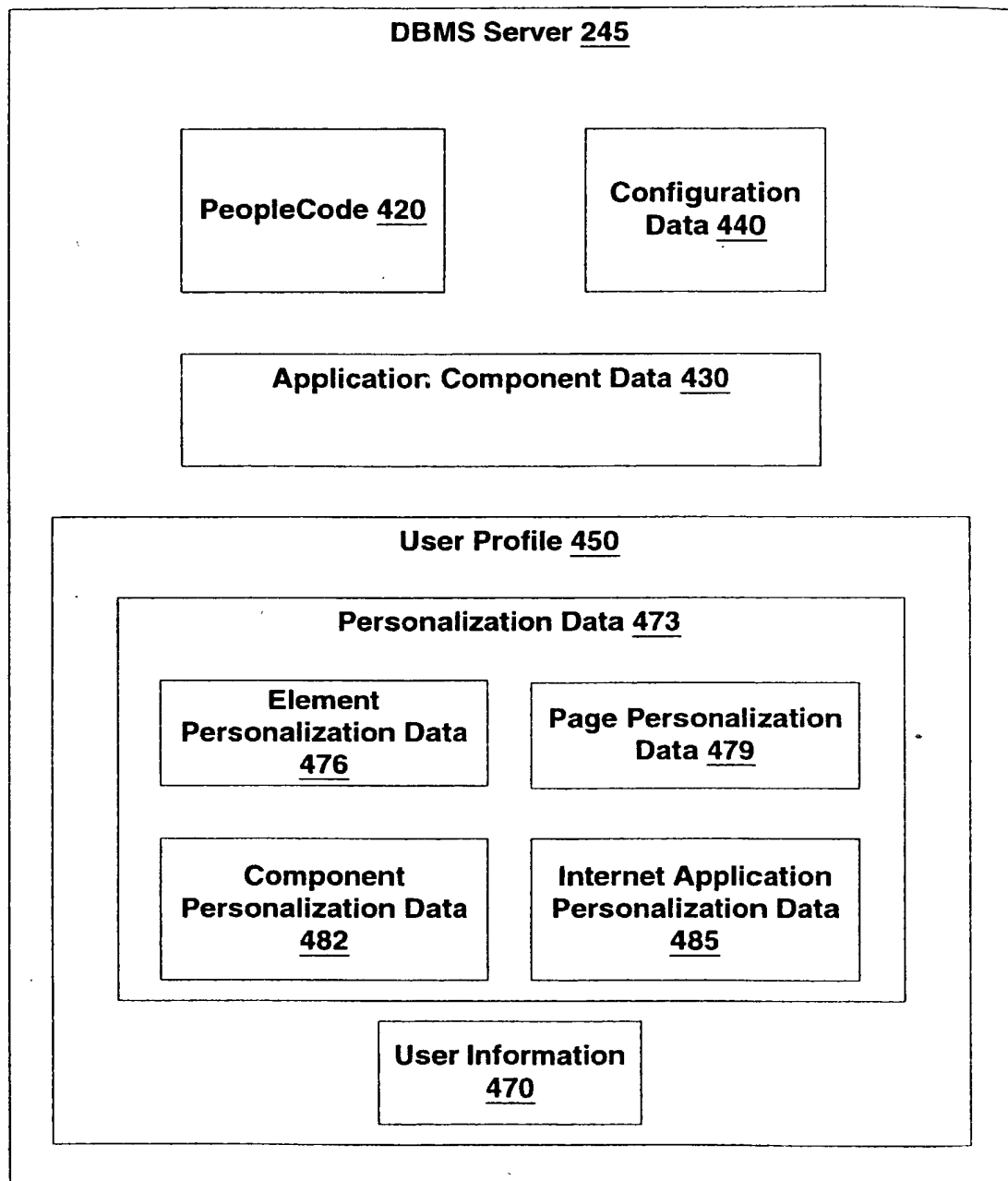
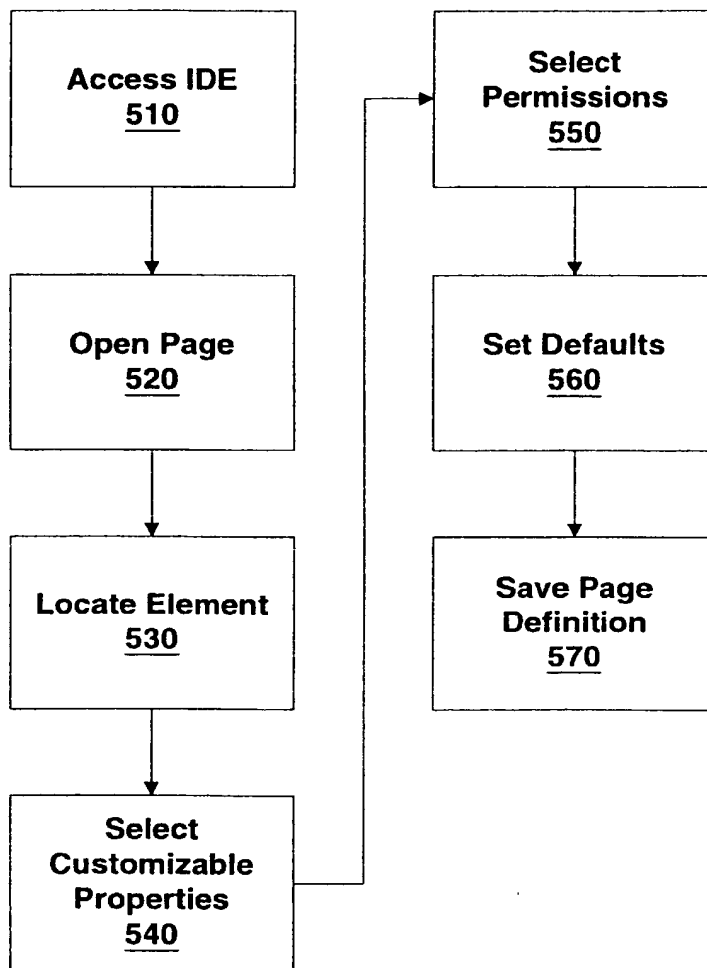


FIG. 3

**FIG. 4**

**FIG. 5**



660

610

620

650

640

Application Designer - Untitled - RC_EAST_HIDING (Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

RC_EAST_HIDING (Page)

Page Designer Order

Name	Department	Phone Type	Email Type	Preferred Contact Method	All Contact	Business Unit	Location	Phone	Email	Preferred Contact Details	Product	Asset Tag	Summary	Description	Summary
AAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAA	AAAAAAAAAAAAAAAA

620

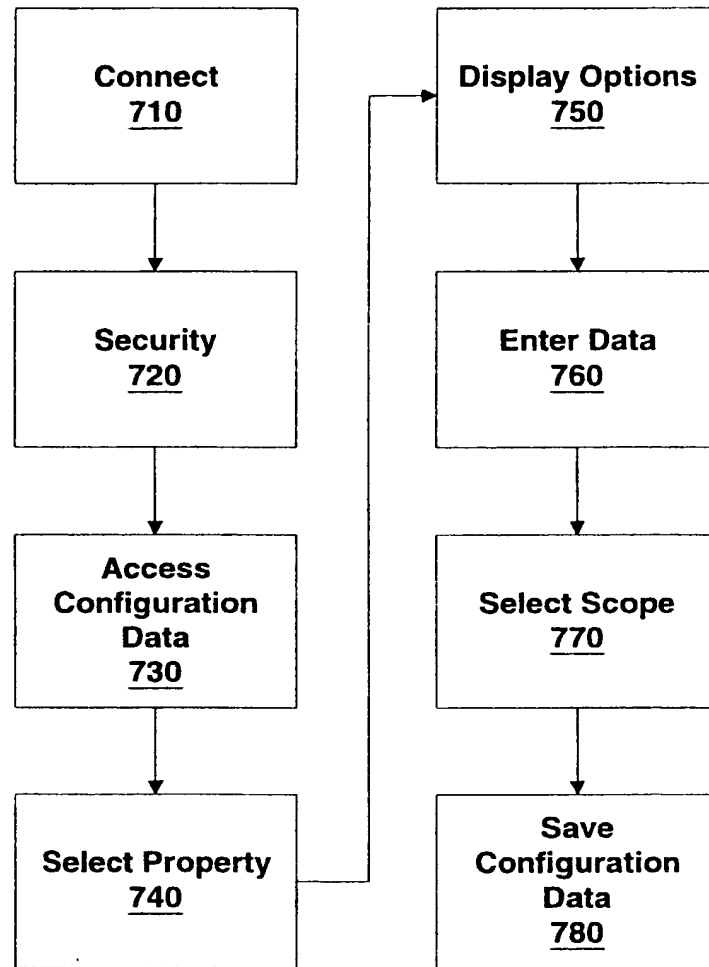
650

640

Ready

FR000GA JUN

Fig. 6

**FIG. 7**

Administrator Personalization Options - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://localhost:7001/services/ClientService/Personalization/Personalization

Home > PersonalTools > Maintain Security > User > Administrator Configuration

Administrator Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS Accessibility Features			<input checked="" type="checkbox"/>	<input type="checkbox"/>	N
ADBTN Tab over AddDel Buttons (+/-)			<input type="checkbox"/>	<input type="checkbox"/>	PM
ADES Afternoon designator (PM, pm)			<input type="checkbox"/>	<input type="checkbox"/>	\$
CALBTH Tab over Calendar Button			<input type="checkbox"/>	<input type="checkbox"/>	L
CSYM Currency Symbol			<input type="checkbox"/>	<input type="checkbox"/>	M
CSYMP Currency Symbol Position			<input type="checkbox"/>	<input type="checkbox"/>	N
DCSP Decimal Separator			<input type="checkbox"/>	<input type="checkbox"/>	
DFRMT Date Format			<input type="checkbox"/>	<input type="checkbox"/>	
EXPENT Expert Entry			<input type="checkbox"/>	<input type="checkbox"/>	
GRDTAB Tab over Grid Tabs			<input type="checkbox"/>	<input type="checkbox"/>	
HORICN Tab over Header Icons			<input type="checkbox"/>	<input type="checkbox"/>	
LVPBTN Tab over Lookup Button			<input type="checkbox"/>	<input type="checkbox"/>	
LTZONE Local Time Zone			<input type="checkbox"/>	<input type="checkbox"/>	PM
MOES Morning designator (AM, am)			<input type="checkbox"/>	<input type="checkbox"/>	AM

Done Local Internet

FIG. 8

10040596 . 041600



275

860

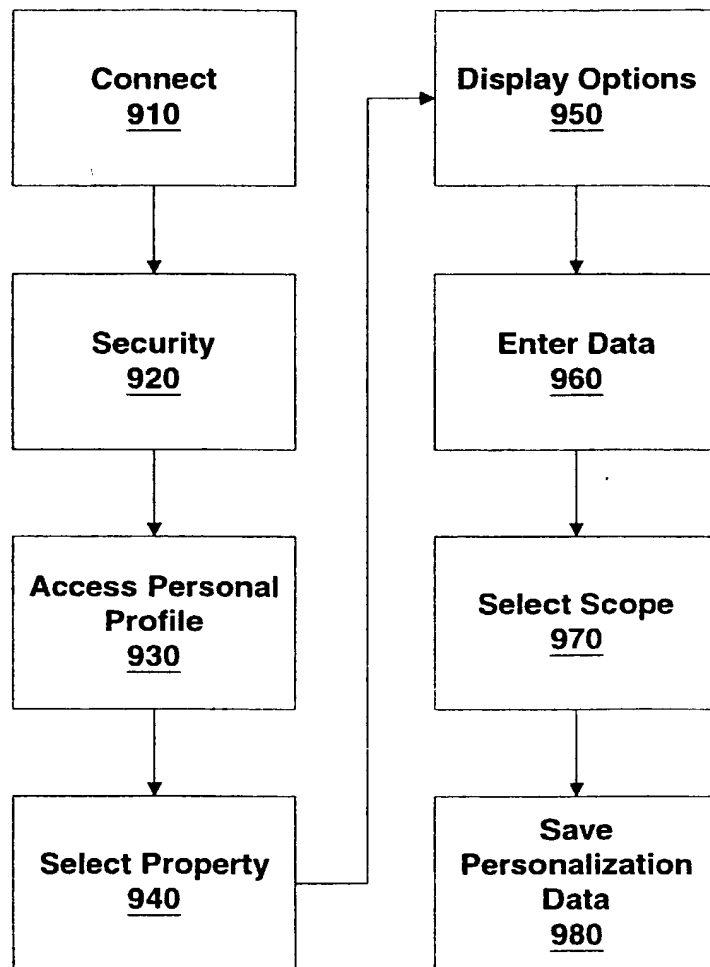
840

820

810

820

830

**FIG. 9**

Shell Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://localhost:7001/services/client-service/peoplesearch/standards

General Profile Information
Opriid for CRMSKT, CRMOABAK

Password
Change password
Change or set up forgotten password help

Personalization
Changes to Personalization settings require you to log off and log back on in order to take effect.

My preferred language for reports and email is: English

Currency Code: ☐ ☒

Set Personalizations

Email
Email Address:

Alternate User
If you will be temporarily unavailable, you can select an alternate user to receive your ratings

Alternate User ID:

From Date: (example: 1/23/2000)

To Date: (example: 1/23/2000)

Miscellaneous User Links

Local intranet

1005

1010

1020

270

Fig. 10A

10040395 . 0111602



270

Internet Explorer - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Home Address http://localhost:7001/jsp/vets/clientservice/peoplesoft8/home-start8

Home > PeopleTools > Maintain Security > User > My Profile

Personalization

Option	Default Value	Override Value
Accessibility Features	No	<input checked="" type="checkbox"/> Explain
Afternoon designator (PM, pm)	PM	<input type="checkbox"/> Explain
Currency Symbol	\$	<input type="checkbox"/> Explain
Currency Symbol Position	Leading	<input checked="" type="checkbox"/> Explain
Decimal Separator		<input type="checkbox"/> Explain
Date Format	MM/DD/YY	<input type="checkbox"/> Explain
Date Separator	/	<input type="checkbox"/> Explain
Local Time Zone	Pacific Time, Tijuana	<input type="checkbox"/> Explain
Morning designator (AM, am)	AM	<input type="checkbox"/> Explain
Multiple Row Insert	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Explain
Save Confirmation	Yes	<input type="checkbox"/> Explain
Save Warning	Yes	<input type="checkbox"/> Explain
Time Format	h mm ss (8:05 AM)	<input type="checkbox"/> Explain
Time Separator		<input type="checkbox"/> Explain
Thousand Separator		<input type="checkbox"/> Explain
Use Local Timezone	Yes	<input type="checkbox"/> Explain

Local Intranet

1030

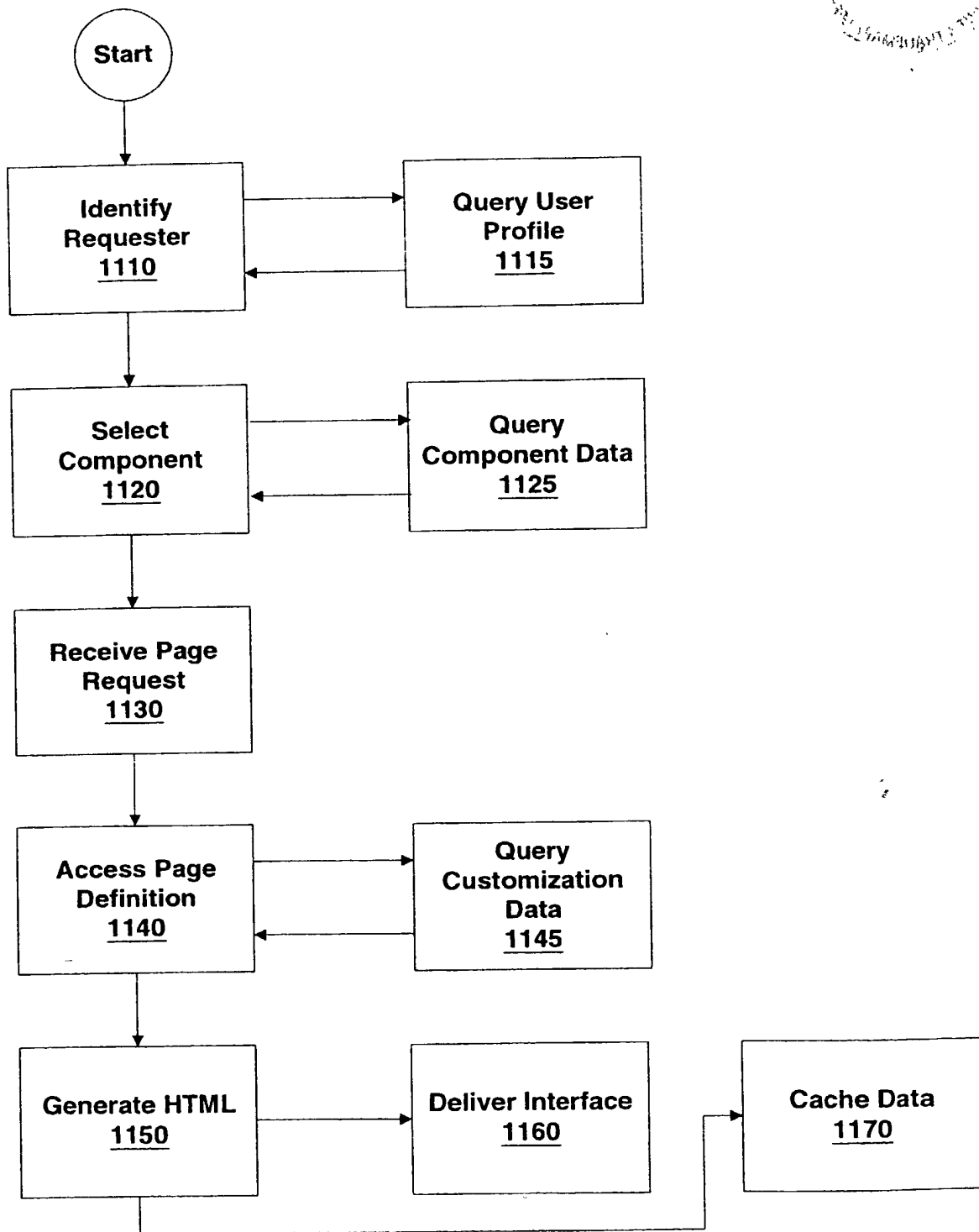
1040

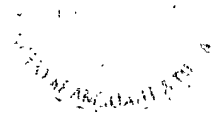
1050

830

FIG. 10B

10040496 . 041602

**FIG. 11**



Page Designer	Order	Field	Type	Record	Display Control	Related Field	Control Field	Page Field
1	0	SLIP	Age	EMP INFO GBO	DERIVED RC C			CUST INFO
2	0	Employee Informal	Group Box	EMPLID	DERIVED RC C			
3	0	EmpID	Edt Box	CASE CONTACT	RC CASE			
4	0	Contact ID	Edt Box	NAME SEARCH	DERIVED RC C			
5	0	Name	Edt Box	PERSON ID	RC DRILDOWN			
6	0	Person ID	Edt Box	RC BU DESIG	DERIVED RC C			
7	0	Business Unit	Edt Box	BUSINESS UNIT	RC CASE			
8	0	Business Unit	Edt Box	DEPTID	RB WORKER			
9	0	Department	Edt Box	LOCATION	RB WORKER			
10	0	Location Code	Edt Box	PHONE TYPE	DERIVED RC C			
11	0	Phone Type	Drop Down List	PHONE TYPE	RC CASE			
12	0	Phone Type	Edt Box	BUSINESS UNIT	DERIVED RC C			
13	0	Business Unit	Drop Down List	PHONE	DERIVED RC C			
14	0	Phone	Edt Box	EXTENSION	DERIVED RC C			
15	0	Extension	Edt Box	E ADDR TYPE	DERIVED RC C			
16	0	E Addr Type	Drop Down List	E ADDR TYPE	RC CASE			
17	0	E Addr Type	Edt Box	E ADDR	DERIVED RC C			
18	0	E Addr	Edt Box	EMAIL ADDR	DERIVED RC C			
19	0	Email	Edt Box	RC CONTACT	RC CASE			
20	0	Preferred Contact	Drop Down List	RC CONTACT 1	DERIVED RC C			
21	0	Preferred Contact	Edt Box	RC CONTACT 1	RC CASE			
22	0	Contact Detail	Edt Box	CONTACT ID	RC CASE			
23	0	Alt Contact	Edt Box	ALT NAME SEA	RC ALT CNIC			
24	0	Problem Informal	Group Box	PROBLEM INFO	DERIVED RC C			
25	0	Product	Edt Box	RC PRODUCT	DERIVED RC C			
26	0	Product	Edt Box	PRODUCT ID	RC CASE			

1250

1210A

1210B

1210J

1210K

1210R

1210Z

1200

FIG. 12

3 Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://localhost:7001/Service/Identified/PeopleDetail/PersonDetail

Address Info

Address Detail

Effective Date: 07/25/2001

Status: Active

Address ID: 1330

Description: Business

Country: USA

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County: CA

State: California

Time Zone: PST

Last Modified: 07/25/2001 2:36PM PDT

Phone Info

Phone Type: Business

Description: Desk

Primary Prefix: 001

Telephone: 925 894 9479

Phone Extension:

Submit

Done

Local Internet

1310

1340

1350

255

1330

1320

1335

Fig. 13A

10040256 - 044602

10040396, 044602



Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://localhost:7001/ser/ies/client/ser/ies/peopleedit/under-start

Address Info

*Address Seq: 1

Address Detail

*Effective Date: 07/25/2001 1360

*Status: Active

*Address Type: Business

*Address ID: 1209

Description:

Country: USA United States

Address 1: PeopleSoft Parkway 1320

Address 2:

Address 3:

City: Pleasanton

County: CA California

State: CA 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:30PM PDT VF1

Phone Info

*Phone Type: Desk

*Description:

*Primary Prefix: 001

*Telephone Extension: 925 894 9479

Submit

1310

1340

1350

255

1330

1335

Fig. 13B

Address Detail

1310	*Effective Date:	07/25/2001	1360	*Status:
255	*Address Type:	Business	1320	*Address IC
	Description:			
	Country:	USA <input checked="" type="checkbox"/> United States		
1350	Address 1:	PeopleSoft Parkway		
	...			

F14.13C

10040956 . 041507



Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost:7001/jsp/AddressServlet/peopleServlet

Address Info

Address Set

Address Detail

Effective Date: 07/25/2001

Address Type: Business

Description:

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

Country: CA California

State:

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:38PM PDT VP1

Status: Address ID: 1208

Phone Info

Phone Type Description Primary Prefix Telephone Int1 Phone Extension

Business Desk 001 925 694 9479

Submit

1330

1320

1335

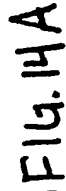
1310

1340

1350

255

Flu. 13D



1470

Grid Properties

General | Columns | Label | Use

General Attributes

Main Record: PSACLMENU

Page Field Name: PSACLMENU

Occurs Level: 1

Occurs Count: 15

1480 ☐ Unlimited Occurs Count (rows)

1490

270

OK Cancel

FIG. 14B



225

Menu Name	Edit Components
ADMINISTER_SECURITY	Edit Components
APPLICATION_ERROR	Edit Components
APPLICATION_MONITOR	Edit Components
CALLCENTER	Edit Components
CIC_PANELS	Edit Components
CIVIL_SCHEMA_MAP	Edit Components
CRM_OPEN_WORKLIST	Edit Components
CRM_PORTAL_COMPONENTS	Edit Components
CRM_TRANSFORM_UTILITY	Edit Components
CTI_CONFIGURATION	Edit Components
CUBE_MANAGER	Edit Components
ECI_MANAGER	Edit Components
ESTABLISH_BUSINESS_UNITS	Edit Components
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components
MAINTAIN_SECURITY	Edit Components
MAINTAIN_SOLUTION	Edit Components
MANAGE_INTEGRATION_RULES	Edit Components
MASS_CHANGE	Edit Components
MMSION	Edit Components
PORTAL_ADMIN	Edit Components
PORTAL_COMPONENTS	Edit Components
PORTAL_PERSONALIZATION	Edit Components
PROCESS_MONITOR	Edit Components
PROCESS_SCHEDULER	Edit Components
QUERY_MANAGER	Edit Components
RA_CAMPAIGN_MANAGEMENT	Edit Components
RA_CM_STRUCTURE	Edit Components
RB_DEFINE_PRODUCTS	Edit Components
RB_GENERAL_OPTIONS	Edit Components
RB_INTEGRATION_OPTIONS	Edit Components
RB_MANAGE_COMPETENCIES	Edit Components
RB_MANAGE_CUSTOMER_INFORMATION	Edit Components
RB_MANAGE_WORKFORCE	Edit Components
RB_PROCESS_INBOUND_TRANS	Edit Components
RB_STRUCTURE_SEARCHING	Edit Components
RB_WORKER_CALENDAR	Edit Components
RC_SELF_SERVICE	Edit Components
RC_SOLUTION_MGMT	Edit Components
REPORT_BOOKS	Edit Components
REPORT_MANAGER	Edit Components
RF_AGREEMENTS	Edit Components
RF_DEFINE_ITEMS	Edit Components
RF_DEFINE_ITEM_CONTROLS	Edit Components
RF_MGMT_ENTITLEMENTS	Edit Components
RF_MANAGE_RMA	Edit Components
RF_SERVICE_ORDER	Edit Components
RF_STRUCTURE	Edit Components
RI_CIC_HOME	Edit Components
RI_INTERACTION	Edit Components
RI_SETUP	Edit Components
RI_DELTA_UTILITY	Edit Components
RSF_FORECAST	Edit Components
RSF_LEADS	Edit Components
RSF_OPPORTUNITY	Edit Components
RSF_PPTL	Edit Components
RSF_SETUP_TABLES	Edit Components
RSF_TERRITORY	Edit Components
STRUCTURE_PROCESS_AUTOMATION	Edit Components
STRUCTURE_RC	Edit Components
TRANSLATE	Edit Components
TREEMANAGER	Edit Components
TREE_MANAGER	Edit Components
UTILITIES	Edit Components
WORKFLOW_ADMINISTRATOR	Edit Components
WORKLIST	Edit Components

File.14C

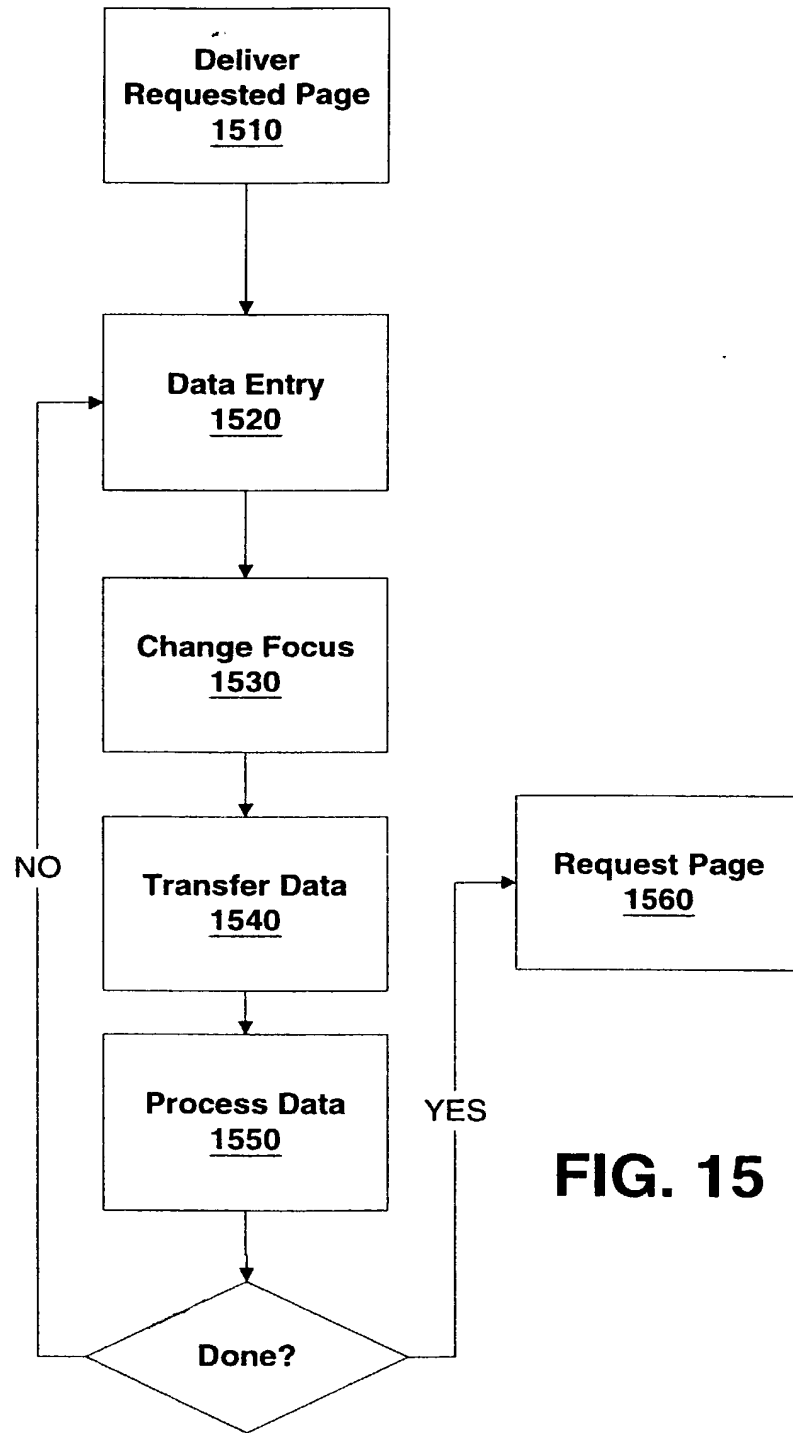
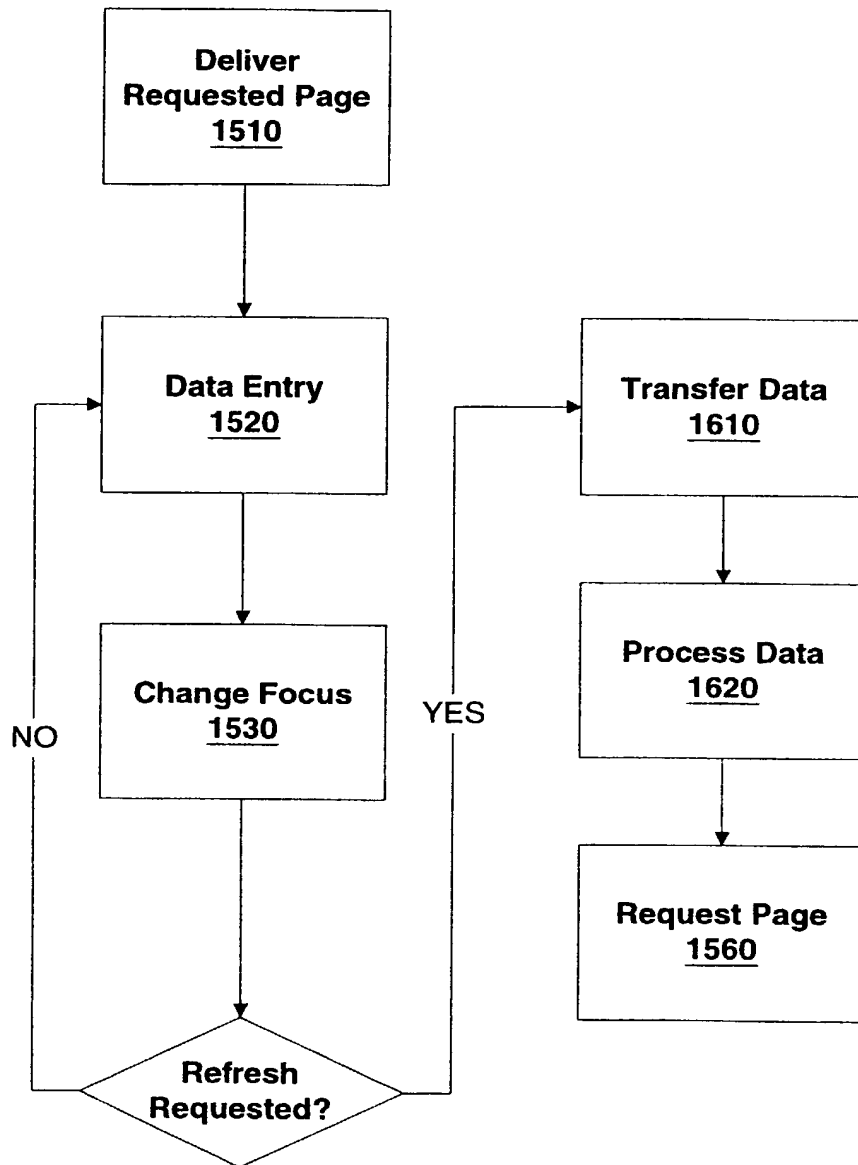
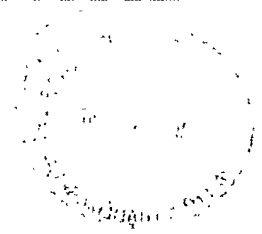


FIG. 15

**FIG. 16**



Component Properties

General | Use | Internet

Search Page

Primary Action ☐ New ☒ Search

Default Search Action: Update/Display

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page -- Message Set/Nbr: 124 62

Link To Access Search Page -- Message Set/Nbr: 124 63

Instructional Text -- Message Set/Nbr: 124 50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive ☐ Deferred

☒ Allow Expert Entry

Toolbar

Selected Toolbar Actions:

☒ Save ☐ View WorkList

☐ Return to List ☐ Next in WorkList

☐ Next in List ☐ Previous in WorkList

☐ Previous in List ☐ Add

☐ Next Page in Component ☐ Update/Display

☐ Previous Page in Component ☐ Update/Display All

☒ Refresh ☐ Correction

☒ Disable Toolbar

OK Cancel

275

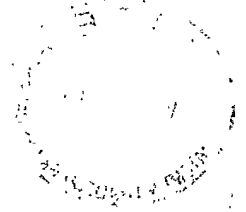
1710

1720

1730

1740

FIG. 17A



~255

Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites

Address: http://localhost:7001/services/clientsext/peoplesoft/cond=stat

Address Info

Address Set: 1

Address Detail

Effective Date: 07/25/2001

Status: Active

Address Type: Business

Address ID: 1208

Description: USA United States

Country: USA

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

Postal: 94505

State: CA California

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Expert Entry ~1760

Phone Info

Phone Type: Description Primary Prefix Telephone

Business Desk 17 001 925 694 9479

Done

1770

~1780

~1790

Fig. 17B